

Arizona Department of Health Services Office for Children with Special Health Care Needs Children's Rehabilitative Services Administration	Effective Date: 03/01/2007 Last Review Effective Date: 02/13/2008
SUBJECT: General Administration	SECTION: GA 1.6

SUBTITLE: Review and monitoring of CRS Contractor New Member Orientation Packets

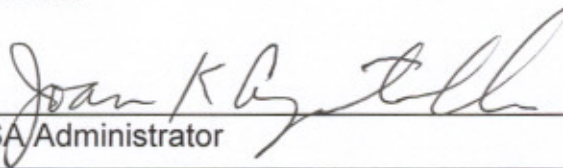
POLICY:

CRSA monitors the CRS Contractors' New Member Orientation Packets through an annual review.

PROCEDURE:

- 1) CRSA annually reviews the CRS Contractor's New Member Orientation Packet for inclusion of required elements.
 - a) Each CRS Contractor will submit their New Member Orientation Packet (hard copy and electronic version) with any updates and revisions to CRSA within sixty (60) days of the beginning of the contract year.
 - b) The New Member Orientation Packets should contain the current CRS Member Handbook and each contractor's comprehensive directory of their clinic providers, including languages spoken.
- 2) CRSA will follow the submission and review process:
 - a) The Contractor New Member Orientation Packet received within the required time period:
 - i) CRSA staff will review the packet to verify required elements within ten (10) working days of receipt;
 - ii) If packet is complete and compliant an approval letter will be sent to the CRS Contractor; and
 - iii) If New Member Orientation Packet is incomplete, then the Contractor will be advised of any deficiencies and given ten (10) business days to make revisions.
 - b) If the New Member Orientation Packet is not received within the required time period:
 - i) A formal letter will be sent to the CRS Contractor requesting the packet within ten working days;
 - ii) If the packet is not received within ten (10) business days of the formal letter, the CRSA Finance Manager will be notified and a sanction letter issued;
 - iii) The Finance Manager will follow-up with the sanction process, if necessary.

- 3) Receipt and acceptance of the New Member Orientation Packets will be tracked.
- 4) CRSA will review each CRS Contractor's New Member Orientation Packet and distribution process during on-site clinic visits.

Approved:  CRSA Administrator	Date: <u>2/18/08</u>
--	-------------------------